

DHCS Medi-Cal Continuous Coverage Unwinding Webinar

Q&A

April 6, 2023

Where can we get copies of the letters to members affected by the unwinding?
<https://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/Outreach.aspx>

Where can we locate the Medi-Cal Covid-19 Public Health Emergency and Continuous Coverage Operational Unwinding Plan?
<https://www.dhcs.ca.gov/Documents/PHE-UOP/Medi-Cal-COVID-19-PHE-Unwinding-Plan.pdf>

How would a Medi-Cal member know if they are being redetermined ex parte vs their packet got lost in the mail?

The Medi-Cal member will receive a notice of action that tells them that they are still eligible and what information was used to renew their Medi-Cal. The notice also instructs the Medi-Cal member to contact the county if any of the information has changed. If the Medi-Cal member does not receive this notice, they will receive a yellow envelope with the renewal forms.

If ex parte shows ineligible, can members provide more up-to-date income to show they are still eligible?

If the ex parte review would result in loss of coverage, a renewal packet will go out and the Medi-Cal member will have an opportunity to update their information. Medi-Cal will be redetermined using the current information the Medi-Cal member provides on the renewal form.

How can providers get access to renewal information so that we can work with our patient population to ensure we are educating at the appropriate time?

Medi-Cal managed care plans are actively working with local county offices and DHCS to obtain accurate renewal data, as managed care plans play an important role in communicating with Medi-Cal members and conducting outreach to help beneficiaries maintain Medi-Cal coverage.

DHCS encourages providers that are contracted with Medi-Cal managed care plans to collaborate with their plans regarding receiving this information, once available, in order to best serve Medi-Cal members and ensure continual health coverage. Additionally, health care providers should use the [general outreach messaging](#) provided by DHCS to educate Medi-Cal members about the important renewal information.

When will the batch run happen in the saws systems to deprioritize the annual renewals for the young adult expansion population that turned 26 during the continuous coverage requirement?

Annual renewal dates for this population have already been deprioritized in the Statewide Automated Welfare Systems (SAWS).

If clients have their email on file, will there also be a notice sent via email along with the physical mailed letters/packets?

Medi-Cal members will receive automated text messages regarding their annual renewals. Additionally, if they will receive email messaging if they have signed up for updates. The renewal packet will be sent through the mail and uploaded to their SAWS online portal.

Will DHCS be able to create a video to navigate BenefitsCal for renewing their Medi-Cal? (There is only a video on applying for the first time right now, but not for renewals.)

A video regarding renewals is available at:
<https://www.youtube.com/watch?v=jeUXuRWAo1I>

Are you using the QR code on your flyers where they sign up with their email to get messages from DHCS as a way to update contact information?

The QR code on the flyers directs the Medi-Cal member to KeepMediCalCoverage.org where there are instructions to update information and sign up for email and text updates. The updates will remind them to update contact information if it has changed and will also notify upcoming renewals. Additional information will be added to help Medi-Cal members navigate the renewal process.

Many families are asking, if the parents no longer qualify, does this mean their children also no longer qualify? Or will their children still be covered?

The eligibility and income rules are different between adults and children. Pregnant individuals and children have a higher income limit. There are children who may continue on Medi-Cal while their parents transition to Covered California.

What is the date of expansion for Medi-Cal for individuals 26 to 49 regardless of immigration status?

January 1, 2024

How will local radio and TV spots hit the airwaves? Will there be county specific advertising?

Our advertising campaign includes a combination of traditional and digital radio outlets in English and Spanish including spots on Pandora, Spotify and iHeart Radio as well as traditional broadcast stations that reach speakers of other languages in counties across the state. Video ads will run on digital platforms, including mobile devices, where the target Medi-Cal audience consumes a lot of information including YouTube, Hulu and HBO Max. In addition, a media partnership is in place with Univision, allowing Spanish radio, digital and television content to run throughout their owned and operated stations in California.

How is MEDIL 23-19 (waiver of assets) being implemented into this whole process?

DHCS has instructed counties to no longer request verification of asset, updated asset information in the case file, and to waive any increases in assets that are reported by the Medi-Cal member.

Where are the DHCS outreach videos located on the website?

Toolkits, videos, and other resources are published at:

www.dhcs.ca.gov/toolkits/Pages/Medi-Cal-Continuous-Coverage-Unwinding.aspx

Will the Hospital Presumptive Eligibility (HPE) Aged group be eliminated at the time that the COVID-19 HPE is also termed? Will it also go back to only one sign up for adults vs two per enrollment period?

The expansion for the HPE Aged group was a temporary waiver granted through the unwinding period. It will end once the unwinding period is complete. The Presumptive Eligibility period will go back to one instead of two. DHCS is currently seeking SPA approval to make this permanent.

Will DHCS and GMMB offer “boots on the ground” or presentations for hospital, skilled nursing SNF LTC and intermediate care ICF, ICFDD, association conferences? Thank you kindly.

Thank you for this suggestion. DHCS will develop a presentation for Coverage Ambassadors to for local presentations.

Could you put the link to the Spanish outreach toolkit in the chat?

<https://www.dhcs.ca.gov/toolkits/Pages/Medi-Cal-Continuous-Coverage-Requirement-Translated.aspx>

I noticed there is not a lot of material on what happens after a member loses coverage, is there a Phase 4 to the toolkit coming up?

DHCS and Covered California are collaborating to develop materials to help Medi-Cal members transition to Covered California. DHCS will release the additional materials once available and notify Coverage Ambassadors by email as new materials become available.

Can you share more details about specific ethnic media and radio you're partnering with? We are also talking about doing this locally and don't want to duplicate efforts.

As part of DHCS' statewide public education campaign, advertising and outreach materials are available in 19 languages and include partnerships with ethnic media organizations that serve as trusted sources of information for many Medi-Cal members. DHCS efforts will include press releases in multiple languages, briefings with ethnic media organizations as well as community events in areas with large ethnic communities. DHCS is intentionally reaching out to a number of hyper-local Spanish language and Indigenous media, Pacific Islander, African and South Asian publishers

across California to expand awareness into underrepresented communities. Radio advertising has begun and will continue across various languages and geographies. DHCS encourages groups to complement our efforts and in-language resources including a radio public service announcement script as well as news article will be available to use and download as part of the many partner resources available at <https://www.dhcs.ca.gov/toolkits/Pages/Medi-Cal-Continuous-Coverage-Requirement-Translated.aspx>.

If a Medi-Cal member updates their financial eligibility before their renewal and it is above the eligibility requirement, will this kick in an early redetermination?

Counties will hold processing most reported changes until the Medi-Cal members next normally scheduled renewal date unless it would lead to a positive change to Medi-Cal eligibility.

Will DHCS have a form or online application to help individuals change Medi-Cal coverage from county to county?

Once a Medi-Cal member reports a change in address outside of the current county, the county office will initiate a transfer of eligibility to the new county. This is called an inter-county transfer. The Medi-Cal member does not have to fill out forms.

Are you planning outreach audios/recordings for speakers of indigenous languages who do not have a traditional writing system?

Currently, DHCS is only creating materials in the threshold languages. DHCS will continue to evaluate capacity and look to providing this type of outreach in the future.

Will materials translated into all threshold languages be available at the sign-up link to receive free printed copies?

DHCS is providing Coverage Ambassadors with a limited supply of pre-printed English and Spanish materials from the Communications Toolkit – Phase 2. We are not offering other threshold languages at this time.

If a member's Medi-Cal is discontinued, will they be able to apply for Covered CA even if it is not open enrollment?

If a Medi-Cal member experiences a qualifying life event, such as loss of minimum essential coverage (which includes those discontinued for Medi-Cal), they can enroll in a Covered California health insurance plan outside of the normal open-enrollment period if they meet other . Most special-enrollment periods last 60 days from the date of the qualifying life event.

All counties are following the "yellow envelope" method?

All counties will send renewal packets in yellow envelopes.

Who is responsible for checking the IRS/ EDD eligibility? I heard the GMMB team share they are running the reach out campaign. Are both DHCS employees reaching out to determine eligibility?

GMMB is running the outreach and education campaign and the local county offices are responsible for processing eligibility.

How are you selecting the geographic regions for the outreach campaign outside of the home? For example, is the bus stop campaign centered on large cities or will it include smaller towns such as those in San Luis Obispo County?

DHCS advertising decisions are based on where we can reach large numbers of the Medi-Cal member populations statewide, taking into account factors such as zip code and geography, household income, language preferences and more. Out of home placements will be present at various locations in zip codes containing high concentration of Medi-Cal members, including public transit and grocery stores. There are a number of placements in the Santa Barbara-Santa Maria-San Luis Obispo areas.

What is your strategic plan on outreaching to the homeless population?

Research finds that unhoused individuals or those with unstable housing rely on community contacts and mobile phones as sources of information and those will be important channels to share information for this population. DHCS intentionally included mobile advertising as part of our plan as well as direct information sharing through text messages. We will work with Community based organizations to reach these individuals with Medi-Cal renewal information through trusted intermediaries such as homeless shelters, faith-based and other community organizations. Partner resources are available online at <https://www.dhcs.ca.gov/toolkits/Pages/Medi-Cal-Continuous-Coverage-Requirement-Translated.aspx>. In addition, our advertising intentionally includes out of home and mobile placements to reach these individuals over the course of their day.

Will there be any negative action for people who do not file the renewal on time?

Medi-Cal members that do not complete the annual renewal process by the end of the renewal month will have their Medi-Cal discontinued.

Can you please share what percentage of members are expected to be undergoing the ex parte process vs. submitting a renewal form?

An ex parte review is completed for all Medi-Cal members in order to streamline the processing of their renewal and reduce the burden on the Medi-Cal member. DHCS anticipates 25 to 30 percent of Medi-Cal members will have their renewal completed through the ex parte process. Once renewal processing has begun, DHCS will be publishing an unwinding data [dashboard](#) that will contain these metrics.

Is there a faster way for a member to update their address instead of calling the local county office?

Medi-Cal members can update their address by logging into their online account. For more details and to learn how to update contact information, visit KeepMediCalCoverage.org

Is the 85 days prior to redetermination where the ex parte happens at 85 days before 1st of their renewal month or the last day of that month?

The annual renewal process starts no less than 85 days prior to annual renewal due date.

Is there an estimated number of members renewing each month (ex: is it capped at 100k members renewed each batch/month) or does it just depend on when the members happen to renew each month?

Member's renewals are based on their date of application, or date the case was last redetermined. DHCS publishing an unwinding data dashboard that will contain these metrics. This [dashboard](#) will be made publicly available soon.

How does Deemed Eligibility infants get affected?

Deemed Eligibility for infants has not changed as a result of the continuous coverage unwinding. Deemed eligible infants will continue to receive Medi-Cal for one year.

If a Medi-Cal member does not turn in their annual renewal on time, can they still turn it in after the deadline?

Medi-Cal members that do not complete the annual renewal process by the end of the renewal month will have their Medi-Cal discontinued. Medi-Cal members can turn in the required renewal information within 90 days of being discontinued to have the local county office determine if they still qualify for Medi-Cal without the need for a new application.

Will DHCS able to share the member populations who will receive the renewal package?

DHCS will be publishing an unwinding data dashboard that will contain these metrics. This [dashboard](#) will be made publicly available soon.

How will transitions to Covered California work?

Covered California will enroll individuals in a qualified health plan when they lose coverage in Medi-Cal, MCAP, and CCHIP and gain eligibility for financial assistance through Covered California. The auto-plan selection program was launched in July 2022 and will seamlessly transition eligible individuals into Covered California once Medi-Cal discontinuances resume at the conclusion of the continuous coverage requirement.

How far in advance before someone's renewal date will an ex-parte renewal NOA or renewal letter request for info be mailed out?

The ex-parte review starts approximately 85 days prior for renewals and mail annual renewal packet approximately 60-75 days prior, if the ex parte process was not successful.

How will the renewals process impact the time it takes for original Medi-Cal applications to be processed? Do you expect it to take longer for initial eligibility to be determined?

The renewal process will not affect the timeline for counties to process Medi-Cal applications.

For homeless individuals, how should they update their contact information so they get their renewal packets?

This may vary based on the homeless person's circumstances. If they have a reliable place where mail can be picked up or located, they may use that mailing address. Some counties have organizations that can help receive and distribute mail to individuals. If none of these are available, then the individual should contact their local county office to determine the best method as each county has different options available, such as leaving the packet at a "will-call" in reception, using general delivery for the post office, or other methods that may be unique to that county.

If people renewed prior to the April 1 unwinding period, will they need to complete another renewal during the unwinding.

If they were renewed prior to April 1, they will not get another renewal until their next annual renewal date. Once the Medi-Cal member receives their annual renewal, they should complete and return it to the local county office.

Do you have a list of Coverage Ambassadors?

At this time, DHCS does not have a publically available list of Coverage Ambassadors. A list of Navigators who can assist with renewals is available at [Subcontractors and Local CBO Assistance](#).

Month of June 2023 is the first renewal month, what day of the month in July 2023 would an un-renewed Medi-Cal member lose coverage?

If the Medi-Cal member is no longer eligible, they would lose Medi-Cal starting July 1.

How do we email DHCS for specifics on Radio and TV advertising spots?

If there are specific questions about radio or other advertising you may send an email to Ambassadors@dhcs.ca.gov and we will share them with our media vendor.

Are the translated Chinese materials in Traditional or Simplified Chinese?

The materials are translated to Simplified Chinese.

Right now in San Diego County medical Medi-Cal members are receiving renewal forms in white envelope. Do you know when is going to be change to yellow envelope.

Medi-Cal members will receive a yellow envelope for renewals due in June 2023 sent in April 2023.

Would you consider revising the redetermination period from six months to one year?

The redetermination period in California is already one year.

Is there any effort to coordinate with County Offices of Education to support families with understanding?

Yes, we are currently developing materials specific to schools/education to support families. We will post these materials to the stakeholder resources page when they become available.

How are non-profits who support with health care management able to help support DHCS and members of the community?

DHCS has encouraged all organizations who support health care management to sign up as DHCS Coverage Ambassadors. Currently, we have 2000+ DHCS Coverage Ambassadors signed up to help DHCS spread the word on the Continuous Coverage Unwinding Efforts. Organizations that have signed up have access to the stakeholder resource page with up-to-date content and resources. New resources are posted as they become available and are available in all threshold languages.